

## **Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

### **Listing of Claims:**

1           1. (canceled).

1           2. (currently amended) The system for collecting and  
2 presenting survey information of claim 36, [[1,]] further  
3 comprising: a Computer Telephony Interface (CTI) unit,  
4 wherein said CTI unit is connected to said connection  
5 device to monitor the status of said connection device,  
6 and further wherein said CTI unit is connected to said  
7 CATI unit to monitor the status of said CATI unit and  
8 said agent using said CATI unit; and still further  
9 wherein said CTI unit is connected to said IVR unit to  
10 monitor said conducting of said automated survey.

1           3. (canceled).

1           4. (currently amended) The system for collecting and  
2 presenting survey information of claim 36, [[3,]] wherein  
3 said ~~pre-determined~~ survey includes ~~format uses said a~~  
4 drill-down survey technique, wherein a following survey  
5 question depends on the answer to a previous question.

1           5. (canceled).

1           6. (currently amended) The system for collecting and  
2 presenting survey information of claim 36, [[5,]] wherein  
3 said system is adapted for accepting ~~conducting of said~~  
4 ~~automated and/or said manual surveys~~ includes the use of  
5 a verbatim response to a survey question, wherein the  
6 participant can orally communicate detailed opinions to

7 said IVR unit or said CATI agent, respectively, and  
8 further wherein said verbatim[[s]] is ~~are~~ stored in said  
9 database.

1 7. (currently amended) The system for collecting and  
2 presenting survey information of claim 6, further  
3 comprising:

4 a processing unit for converting data stored in said  
5 database ~~said stored responses to said surveys~~  
6 into survey information; and  
7 a presenting unit for presenting said survey  
8 information to a consumer.

1 8. (original) The system for collecting and  
2 presenting survey information of claim 7, wherein said  
3 survey information is derived from a plurality of surveys  
4 derived from a plurality of participants, and further  
5 wherein said system presents said survey information to  
6 said consumer over a computer network, and still further  
7 wherein said consumer must be validated before said  
8 system will allow the consumer to access said survey  
9 information.

1 9. (original) The system for collecting and  
2 presenting survey information of claim 8, wherein said  
3 survey information is available for presenting to said  
4 consumer within 24 hours of the completion of the  
5 conducting of said plurality of surveys.

1 Claims 10-15 (canceled)

1 16. (currently amended) A process for collecting and

2 presenting survey information comprising the steps of:

3 (I) selecting a participant from a list of  
4 potential participants;

5 (II) connecting the participant to a survey  
6 communication system;

7 (III) inquiring whether the participant is willing  
8 to accept a transfer to an automated survey;

9 (IV) transferring the participant's communication  
10 system connection to an automated survey unit  
11 only if the participant assents to said  
12 transfer;

13 ([[I]]V) conducting said survey interview, wherein  
14 said conducting is performed by said automated  
15 survey unit if the participant assented to said  
16 transfer, but said conducting is performed  
17 manually if the participant does not assent,  
18 and further wherein an automated survey unit  
19 accepts oral responses from the participant,  
20 said oral responses being processed using voice  
21 recognition into survey data;

22 (VI) if said user is undergoing an automated survey,  
23 manually continuing said survey from the  
24 current point forward upon a voice request of  
25 the user to stop said automated survey; and

26 (VII) saving said survey interview in a  
27 database.

1 17. (original) The process of collecting and  
2 presenting survey information as in claim 16, wherein  
3 said conducting of said survey interview is performed by

4 providing survey questions to participant using a pre-  
5 determined survey procedure utilizing drill-down  
6 questioning, wherein a following survey question depends  
7 on the answer to a previous question.

1 18. (currently amended) The process of collecting  
2 and presenting survey information as in claim 17, further  
3 comprising the steps of:

4 (VIII) processing said survey data into survey  
5 information;

6 (IX[[I]]) saving said survey information in a  
7 database; and

8 (~~III~~X)presenting said survey information to a  
9 consumer.

1 19. (currently amended) The process of collecting  
2 and presenting survey information as in claim 16, wherein  
3 said transferring of the participant's communication  
4 system connection to said automated survey unit occurs by  
5 action of an agent using a terminal only if said survey  
6 participant agrees to said transfer, and further wherein  
7 said survey interview is conducted manually by an agent  
8 if the participant does not agree to said transfer.

1 20. (previously presented) The process of collecting  
2 and presenting survey information as in claim 19, wherein  
3 said conducting of said survey interview is performed by  
4 providing survey questions to the participant using a  
5 pre-determined survey question procedure utilizing drill-  
6 down questioning for said conducting of both manual and  
7 automated surveys, wherein a following survey question  
8 depends on the answer to a previous question.

1           21. (previously presented) The process of collecting  
2 and presenting survey information as in claim 19, wherein  
3 said agent can transfer the participant back to said  
4 automated survey unit to continue said survey interview,  
5 and further wherein the participant participating in an  
6 automated survey can be transferred to said agent by a  
7 voice command from the participant.

1           22. (previously presented) The process of collecting  
2 and presenting survey information as in claim 21, wherein  
3 said conducting of said survey interview is performed by  
4 providing survey questions to the participant using a  
5 pre-determined survey question procedure utilizing drill-  
6 down questioning for said conducting of both manual and  
7 automated surveys, wherein a following survey question  
8 depends on the answer to a previous question.

1           23. (currently amended) The process of collecting  
2 and presenting survey information as in claim 22 ,  
3 further comprising the steps of:

4           (VIII)       processing said survey data into survey  
5                       information;

6           (IX[[I]]) saving said survey information in a  
7                       database;

8           (~~III~~X)presenting said survey information to a  
9                       consumer.

1           24. (currently amended) The process of collecting  
2 and presenting survey information as in claim 19, further  
3 comprising the steps of:

4       (VIII)     processing said survey data into survey  
5                   information;  
6       (IX[[I]]) saving said survey information in a  
7                   database;  
8       (~~III~~ X)presenting said survey information to a  
9                   consumer.

1       25. (currently amended) A process for collecting and  
2       presenting survey information comprising the steps of:

3       (I)    selecting a participant from a list of  
4              potential participants;  
5       (II) connecting the participant to a survey  
6              communication system;  
7       (III)transferring the participant's communication  
8              system connection to an automated survey unit  
9              if said survey participant agrees to said  
10             transfer, wherein the participant participating  
11             in an automated survey can be transferred to  
12             said agent by a voice command from the  
13             participant such that said agent continues with  
14             said survey, and further,

15       wherein said survey interview is conducted manually  
16             by an agent if the participant does not agree  
17             to said transfer,

18       wherein said conducting of said survey interview is  
19             performed by providing survey questions to  
20             participant using a pre-determined survey  
21             procedure utilizing drill-down questioning,  
22             wherein a following survey question depends on  
23             the answer to a previous question;

24 (IV) conducting said survey interview, wherein said  
25 conducting is performed by said automated  
26 survey unit or manually, and further wherein  
27 said automated survey unit accepts oral  
28 responses from the participant, said oral  
29 responses being processed using voice  
30 recognition into survey data;  
31 (V) saving said survey interview in a database.  
32 (VI) processing said survey data into survey  
33 information;  
34 (VII) saving said survey information in a database;  
35 and  
36 (VIII) presenting said survey information to a  
37 consumer, wherein said presenting is available  
38 within 24 hours of said conducting of said  
39 survey.

1 26. (previously presented) A process for collecting  
2 and presenting survey information comprising the steps  
3 of:

4 (I) collecting survey data, said collecting  
5 comprising the steps of  
6 (A) selecting a participant from a list of  
7 potential participants, wherein said  
8 selecting is done according to specified  
9 schedules;  
10 (B) connecting the participant to a survey  
11 communication system, said connecting  
12 comprising the steps of:

13 (i) attempting to connect with the  
14 participant via said survey  
15 communication system, said attempting  
16 including the steps of:

17 (ii) requesting that the participant agree  
18 to communicate with an Interactive  
19 Voice Recognition (IVR) unit for a  
20 survey interview; and

21 (iii)collecting call record information,  
22 wherein said call record information  
23 is stored in a database;

24 and

25 (C) conducting said survey interview, wherein  
26 said conducting is performed by said IVR  
27 unit if the participant agreed to  
28 communicate with said IVR unit, and  
29 further wherein said conducting is  
30 performed by a Computer-Assisted Telephone  
31 Interview (CATI) agent if the participant  
32 did not agree to communicate with said IVR  
33 unit, said conducting of said survey  
34 interview comprising the steps of:

35 (i) asking survey questions of  
36 participant using a pre-determined  
37 survey question procedure utilizing  
38 drill-down questioning, wherein said  
39 survey questions provide sufficient  
40 survey data to allow for the creation  
41 of survey information; and further  
42 wherein survey responses by  
43 participant are done orally, and  
44 still further wherein said survey



45 data optionally includes voice  
46 interviews;

47 (ii) saving said survey data in said  
48 database, wherein said saving  
49 includes voice recognition processing  
50 of said oral responses of the  
51 participant if said conducting of  
52 survey interview is performed by said  
53 IVR unit, wherein said voice  
54 recognition occurs at approximately  
55 real-time, and further wherein the  
56 voice recognition processed response  
57 is used to determine a next survey  
58 question;

59 (iii) transferring said communication  
60 system connection to a CATI unit if  
61 the participant requests such a  
62 transfer while the IVR unit is  
63 conducting said survey interview,  
64 wherein said CATI agent uses said  
65 CATI unit to continue said conducting  
66 a survey interview;

67 (iv) transferring said communication  
68 system connection to a CATI unit when  
69 said survey question procedure  
70 requires such a transfer, wherein  
71 said CATI agent then conducts said  
72 survey interview using said CATI  
73 unit, and further wherein said CATI  
74 agent can transfer said communication  
75 system connection back to said IVR  
76 unit to continue said survey  
77 interview;

78 (v) monitoring said survey question  
79 procedure status, wherein said status  
80 information can be made available for  
81 display;

82 (vi) terminating said conducting a survey  
83 interview when said pre-determined  
84 survey question procedure is complete  
85 or when the participant requests such  
86 termination;

1 27. (previously presented) A process for collecting  
2 and presenting survey information as in claim 26, further  
3 comprising the steps of:

4 (I) processing said survey data, wherein said  
5 processing converts said survey data collected  
6 from a plurality of participants into survey  
7 information, said processing comprising the  
8 steps of:

9 (A) generating consumer satisfaction measures;

10 (B) generating employee rating measures;

11 (C) generating employer or organization rating  
12 measures;

13 (F) generating quality assessment measures;  
14 and

15 (G) analyzing said generated measures and  
16 survey data;

17 and

18 (H) storing said survey information in said  
19 database;

20 (II) providing a survey information consumer said  
21 survey information, said providing further  
22 comprising the steps of:

23 (A) connecting a survey information consumer  
24 computer to a presenting system, wherein  
25 said connecting is over a computer  
26 network, said connecting comprising the  
27 steps of:

28 (i) logging the consumer's computer into  
29 the system, wherein the consumer  
30 identity is verified; and

31 (iv) preventing the consumer not verified  
32 from accessing said medical survey  
33 information;

34 (B) presenting said survey information to said  
35 consumers, said presenting comprising the  
36 steps of:

37 (i) providing said consumers with options  
38 for viewing aggregates of said survey  
39 information;

40 (ii) providing said consumers with options  
41 for viewing summaries of said survey  
42 information;

43 (iii) providing said consumers with options  
44 for viewing a subset of said survey  
45 information;

46 (iii) providing said consumers with options  
47 for viewing said survey data; and

48 (iv) formatting said presented information  
49 for presenting by said consumer

50 computer, wherein said presenting can  
51 be graphical, auditory, and textual;  
52 (C) customizing said presented information to  
53 the particular needs or access privileges  
54 of the consumer, wherein some consumers  
55 may have access to a subset of medical  
56 information; and  
57 (D) allowing the user to log off said system.  
58 and  
59 (III) evaluating said process for collecting and  
60 presenting survey information, said evaluating  
61 comprising:  
62 (A) evaluating the performance of said CATI  
63 agents; and  
64 (B) evaluating the performance of said voice  
65 recognition processing.

1 28. (previously presented) A process for collecting  
2 and presenting medical survey information for a medical  
3 care provider comprising the steps of:  
4 (I) collecting survey data, said collecting  
5 comprising the steps of  
6 (A) selecting a participant from a list of  
7 potential participants, wherein said  
8 selecting is done according to specified  
9 schedules;  
10 (B) connecting the participant to a survey  
11 communication system, said connecting  
12 comprising the steps of:  
13 (i) attempting to connect with the  
14 participant via said survey

15 communication system, said attempting  
16 including the steps of:

17 (a) initiating a survey  
18 communication system connection;

19 (b) transferring said connection to  
20 a CATI unit if said connection  
21 is successful, wherein if said  
22 connection is not successful,  
23 selecting a new participant to  
24 be the participant;

25 (c) requesting that the participant  
26 agree to participate in a  
27 survey, wherein said requesting  
28 is performed by said CATI agent  
29 using said CATI unit;

30 (d) requesting recall information  
31 from the participant if the  
32 participant has not agreed to  
33 participate in said survey,  
34 wherein said requesting is  
35 performed by said CATI agent,  
36 and further wherein said recall  
37 information includes a request  
38 to connect again at a different  
39 time or using a different  
40 communication system; and

41 (e) terminating said connection  
42 after said requesting of recall  
43 information if the participant  
44 has not agreed to participate in  
45 said survey;

46 (ii) requesting that the participant agree  
47 to communicate with an IVR unit for a  
48 survey interview; and  
49 (iii) collecting call record information  
50 comprising:  
51 (a) overall connection attempts;  
52 (b) connection attempts for each of  
53 the participants contacted; and  
54 (c) connection durations;  
55 wherein said call record information is stored in a  
56 database;  
57 and  
58 (C) conducting said survey interview, wherein  
59 said conducting is performed by said IVR  
60 unit if the participant agreed to  
61 communicate with said IVR unit, and  
62 further wherein said conducting is  
63 performed by said CATI agent if  
64 participant did not agree to communicate  
65 with said IVR unit, said conducting said  
66 survey interview comprising the steps of:  
67 (i) asking survey questions of  
68 participant using a pre-determined  
69 survey question procedure utilizing  
70 drill-down questioning, wherein said  
71 survey questions provide sufficient  
72 survey data to allow for the creation  
73 of medical survey information; and  
74 further wherein survey responses by  
75 participant are done orally, and  
76 still further wherein said survey

77 data optionally includes voice  
78 interviews;

79 (ii) saving said survey data in said  
80 database, wherein said saving  
81 includes voice recognition processing  
82 of said oral responses of the  
83 participant if said conducting of  
84 survey interview is performed by said  
85 IVR unit, wherein said voice  
86 recognition occurs at approximately  
87 real-time, and further wherein the  
88 voice recognition processed response  
89 is used to determine a next survey  
90 question;

91 (iii) transferring said communication  
92 system connection to a CATI unit if  
93 the participant requests such a  
94 transfer while the IVR unit is  
95 conducting said survey interview,  
96 wherein said CATI agent uses said  
97 CATI unit to continue said conducting  
98 a survey interview;

99 (iv) transferring said communication  
100 system connection to a CATI unit when  
101 said survey question procedure  
102 requires such a transfer, wherein  
103 said CATI agent then conducts said  
104 survey interview using said CATI  
105 unit, and further wherein said CATI  
106 agent can transfer said communication  
107 system connection back to said IVR  
108 unit to continue said survey  
109 interview;

110 (v) monitoring said survey question  
111 procedure status, wherein said status  
112 information can be made available for  
113 display;

114 (vi) terminating said conducting a survey  
115 interview when said pre-determined  
116 survey question procedure is complete  
117 or when the participant requests such  
118 termination;

119 (II) processing said survey data, wherein said  
120 processing converts said survey data collected  
121 from a plurality of participants into medical  
122 survey information, said processing comprising  
123 the steps of:

124 (A) generating consumer satisfaction measures  
125 comprising:

126 (i) consumer loyalty measures;

127 (ii) medical care satisfaction measures;

128 (iii) medical facility satisfaction  
129 measures;

130 (iv) medical staff satisfaction measures;

131 (v) positive comments with reasons; and  
132 (vi) negative comments with reasons;

133 (B) generating staff rating measures  
134 comprising:

135 (i) staff loyalty measures;

136 (ii) staff performance measures;

137 (iii) staff satisfaction measures; and  
138 (iv) staff continuing education measures;



139 (C) generating doctor rating measures  
140 comprising:  
141 (i) quality of medical care measures;  
142 (ii) doctor performance measures;  
143 (ii) doctor satisfaction measures;  
144 (iii) doctor loyalty measures; and  
145 (iv) doctor continuing education measures;  
146 (D) generating care delivery measures  
147 comprising:  
148 (i) cost measures including:  
149 (a) cost of medical care paid by  
150 consumer measures;  
151 (b) cost of medical care paid by  
152 non-consumer measures;  
153 (c) cost of providing medical care  
154 measures; and  
155 (d) overhead costs measures;  
156 and  
157 (ii) profit measures;  
158 (E) generating medical care quality assessment  
159 measures comprising:  
160 (i) mortality measures  
161 (ii) morbidity measures;  
162 (iii) complications measures;  
163 (iv) medical procedure results measures;  
164 (iv) medical procedure follow-up measures;  
165 (vi) patient mental health measures;  
166 (vii) social impact measures;

167 (viii) hospital stay length measures;  
168 (ix) technical quality measures; and  
169 (x) per member per month (PM PM) cost  
170 measures;

171 (F) analyzing said generated measures and  
172 survey data, said analyzing comprising the  
173 steps of:

174 (i) aggregating survey data to form  
175 assessments;

176 (ii) normalizing comparisons between  
177 specific named units, said named  
178 units including:

179 (a) doctors or specialists;  
180 (b) medical care organizations or  
181 divisions;  
182 (c) staff persons;  
183 (d) managers;  
184 (e) specific medical treatments; and  
185 (f) patient group status;

186 (iii) determining changes over time;  
187 (iv) determining differences  
188 geographically; and  
189 (v) generating summaries;

190 and

191 (G) storing said medical survey information in  
192 said database;

193 (III) providing a medical survey information  
194 consumer said medical survey information, said  
195 providing further comprising the steps of:

196 (A) connecting a medical survey information  
197 consumer computer to a presenting system,  
198 wherein said connecting is over a computer  
199 network, said connecting comprising the  
200 steps of:

201 (i) logging in the consumer computer to  
202 the system, said login comprising the  
203 steps of:

204 (a) processing a consumer login  
205 request, said login request  
206 comprising the steps of:

207 (1) providing said consumer  
208 with a login prompt;

209 (2) accepting a consumer login  
210 input, said login input  
211 comprising:

212 a user ID; and  
213 a user password;

214 and

215 (b) processing the consumer login input, said  
216 processing comprising the steps of:

217 comparing said user ID against a verified  
218 consumer list, wherein if said user ID is  
219 verified, then:

220 verifying said user password by comparing said  
221 password to a stored password  
222 corresponding to said user ID, if said  
223 user password is verified then:

224 permitting consumer access to the system;

225 and

226 preventing the consumer not logged in from  
227 accessing said medical survey  
228 information;

229 (B) presenting said medical survey information  
230 to said consumers, said presenting  
231 comprising the steps of:

232 (i) providing said consumers with options  
233 for viewing aggregates of said  
234 medical survey information;

235 (ii) providing said consumers with options  
236 for viewing summaries of said medical  
237 survey information;

238 (iii) providing said consumers with options  
239 for viewing a subset of said medical  
240 survey information;

241 (iii) providing said consumers with options  
242 for viewing said medical survey data;  
243 and

244 (iv) formatting said presented information  
245 for presenting by said consumer  
246 computer, said presenting including:  
247 graphical display;

248 auditory presentment; and  
249 textual display;

250 (C) customizing said presented information to  
251 the particular needs or access privileges  
252 of the consumer, wherein some consumers  
253 may have access to a subset of medical  
254 information; and

255 (D) allowing the user to log off said system.

256 and

257 (IV) evaluating said process for collecting and  
258 presenting medical survey information, said  
259 evaluating comprising:  
260 (A) evaluating the performance of said CATI  
261 agents; and  
262 (B) evaluating the performance of said voice  
263 recognition processing.

1 29. (previously presented) A process for collecting  
2 and presenting medical survey information for a medical  
3 care provider as in claim 25, wherein the participant is  
4 selected from the group of doctors, medical staff,  
5 medical patients, a family member of a medical patient,  
6 and a medical care employer; and further wherein the  
7 participant gave or received services from said medical  
8 care provider.

1 30. (currently amended) A system for collecting and  
2 presenting survey information from a plurality of  
3 participants, said system comprising:

4 a connection device connected to an external  
5 communication system for connecting said  
6 communication system to the survey  
7 participants;

8 a Computer-Assisted Telephone Interview (CATI) unit  
9 connected to said connection device, wherein,  
10 for each one of the participants, a  
11 corresponding one of a plurality of agents uses  
12 said CATI unit to ask said one of the  
13 participants a set of manual survey questions,  
14 said survey questions including a question  
15 requesting permission for performing an  
16 automated survey;

17 an Interactive Voice Recognition (IVR) unit  
18 connected to said CATI unit, wherein, for each  
19 one of the participants, said CATI agent  
20 transfers said one of the participants'  
21 communication connection to said IVR unit only  
22 if said one of the participants agrees to  
23 participate in an automated survey, wherein  
24 said IVR unit then accepts oral responses from  
25 said one of participant, wherein  
26 for any of the participants who did not agree to  
27 participate in said automated survey, said CATI  
28 unit being adapted to provide a manual survey  
29 by providing survey questions to each one of  
30 the agents corresponding to those participants  
31 who did not agree for proving a manual survey  
32 using substantially the same questions from  
33 said automated survey to receive the oral  
34 responses, wherein  
35 the system is adapted such that, upon request of any  
36 participant undergoing an automated survey,  
37 said system transfers said requesting  
38 participant to the CATI unit to continue said  
39 survey in a manual manner; and  
40 a database for storing said responses to said manual  
41 surveys and/or said automated surveys.

1 31. (previously presented) The system of claim 30,  
2 wherein the survey includes a drill-down survey technique  
3 utilizing one or both of responses already provided by  
4 the current survey participant and historical responses  
5 provided by other participants to determine a subsequent  
6 survey question to be asked of the current survey  
7 participant.

1           32. (previously presented) The system of claim 31,  
2 wherein, when the automated surveys are being conducted,  
3 said IVR unit is adapted to receive a response from any  
4 of the participants that causes the CATI agent to  
5 transfer those surveys receiving said response back to  
6 one of the agents.

1           33. (previously presented) The system of claim 31  
2 further comprising a processing unit for processing said  
3 responses stored in said database into useful survey  
4 information for presentation to a user

1           34. (previously presented) The system of claim 1,  
2 wherein, when the automated survey is being conducted,  
3 said IVR unit is adapted to receive a response from the  
4 participant that causes the CATI agent to transfer the  
5 survey back to the agent or another agent.

1           35. (previously presented) The system of claim 1  
2 further comprising a processing unit for processing said  
3 responses stored in said database into useful survey  
4 information for presentation to a user.

1           36. (new) An integrated survey system comprising:  
2           a connection device connected to an external  
3                 communication system for connecting said  
4                 communication system to a survey participant;  
5           a database for storing responses to survey  
6                 questions;  
7           a Computer-Assisted Telephone Interview (CATI) unit  
8                 connected to said connection device, wherein  
9                 said connection device is adapted to transfer  
10                the participant communication connection to

11           said CATI unit when said connection to the  
12           survey participant is successful, and wherein  
13       said CATI unit is adapted for use by the agent for  
14           communicating with the participant, and further  
15           wherein  
16       said CATI unit is adapted for presenting a survey to  
17           said CATI agent for allowing the agent to  
18           present said survey to the participant using  
19           said CATI unit, and wherein participant  
20           responses to said survey are used to generate  
21           data for storing in said database;  
22       an Interactive Voice Recognition (IVR) unit  
23           connected to said CATI unit, wherein said CATI  
24           unit is adapted for permitting said agent to  
25           transfer the participant's communication  
26           connection to said IVR unit for conducting said  
27           survey in an automated manner, wherein  
28       said IVR unit accepts oral responses from the  
29           participant for generating data stored in said  
30           database, and wherein  
31       said IVR unit is further adapted to terminate the  
32           automated survey at any point and transfer the  
33           participants communication connection back to  
34           said CATI unit upon voice command by the  
35           participant, and further wherein  
36       said system is adapted such that said CATI unit  
37           presents said survey to said agent from the  
38           point of termination by said IVR unit so that  
39           the agent can continue said survey in a manual  
40           manner.